

Adult Services Training Schedule

Building Excellence in Adult Services

**Adult Services Section
North Carolina Division of Aging & Adult Services**



2006-2007

Table of Contents

Note: You can jump directly to any Training Event description listed on this Table of Contents by moving your mouse cursor over the page number and then clicking on it.

1068 Training.....	1
Adult Care Home Case Management Basic Training.....	2
Adult Home Specialist Basic Orientation.....	3
Adult Home Specialist Complaint Investigation	4
Adult Protective Services Basic Skills Training.....	5
Adult Protective Services: Assessing An Adult's Capacity To Consent.....	7
Adult Protective Services: Dynamics of Mistreatment Among Elderly and Disabled Adults	8
Adult Protective Services: Protecting Adults in Facilities	9
At-Risk Case Management Services Training for Adult Services	11
Beginning with the End in Mind: Refining Your Skills in Termination	13
Cognitive Impairments: It's Not Just Alzheimer's.....	14
Developing Effective Helping Relationships	15
Disaster Planning Introduction: The Key to Special Medical Needs (SMN) Sheltering	16
Disaster Planning: Strengthening your Special Medical Needs (SMN) Sheltering Plan	18
Disaster Planning: Building an Effective Special Medical Needs (SMN) Register.....	19
Effective Social Work Practice in Adult Services: A Core Curriculum.....	20
Effective Supervision and Management in Adult Services	21
Ethics in Everyday Practice.....	23
Family Centered Practice with Adults: Next Steps	24
Geriatric Mental Health Workshop	25
Guardianship I: A Systematic Approach	26
Guardianship II: Planning Services with Wards and Their Families	28
Guardianship III: Decision Making, An Ethical Perspective	30
Improving the Management and Supervision of In-Home Aide Services.....	32
State-County Special Assistance Training	34
Substance Use and Older Adults	35
Working with Clients with Serious Mental Illness.....	36
Working with Older Adults	37

ADULT SERVICES SECTION
(919) 733-3818

Suzanne Merrill	Section Chief
Nancy Warren	Adult Services Program Administrator
Geoffrey Santoliquido	Special Assistance Program Administrator
Rosalyn Pettyford	Adult Protective Services and Guardianship Program Coordinator
Charles Williams	Social Services Program Coordinator
Brenda Porter	Special Assistance Program Coordinator
Vicky Church	Adult and Family Services Coordinator
Kate Walton	Guardianship Program Consultant
Sarah Lugar	Adult Protective Services Program Consultant
Emily Saunders	Quality Improvement Program Management
Kathy Schindler	Administrative Assistant
Monica Nealous	Program Assistant
Charlene Wilson	Program Assistant

ADULT PROGRAMS REPRESENTATIVES

Laura Cockman	(910)949-2319	Field-based
Barbara Gillespie	(919) 484-1458	Field-based
Rebecca Gray	(910) 251-2763	Field-based
Emily Hale	(252) 536-4586	Field-based
Sam Hubbard	(828) 684-3248	Field-based
Joyce Massey-Smith	(336) 591-4205	Field-based
Kathy McDonald	(910) 488-4061	Field-based
Sam Robertson	(828) 664-0366	Field-based

ADULT SERVICES PROGRAM COMPLIANCE REPRESENTATIVES

Deborah Chavis	(252) 332-4341	Field-based
Vicki Kryk	(919) 469-2388	Field-based

SPECIAL ASSISTANCE PROGRAM COMPLIANCE REPRESENTATIVES

Bettie Johnson	(828) 262-4050	Field-based
Sharon Odenwelder	(910) 429-0785	Field-based

Center for Aging Research and Educational Services (CARES)

(919) 962-0650

<http://ssw.unc.edu/cares/cares.htm>

Gary Nelson
Dan Hudgins
Kathleen Lowe
Chris Howel
Mary Anne Salmon
Margaret Morse
Libby Phillips
Valerie Balog

Center Director
Program Coordinator
Visiting Faculty
Education Specialist
Research Specialist
Publications Specialist
Office Assistant
Education Consultant

1068 Training

Description

This is a legislatively mandated training designed to provide information to both Adult Home Specialists (AHS) and the providers in the most frequently cited rule areas. 1068 Training is offered twice a year across the state at various sites. Brochures and announcements are sent to both the providers and county monitors.

Training methods include large group discussions, and an opportunity for question and answers.

Objectives

At the conclusion of this training, the AHS, supervisors, and providers will be able to:

1. understand the statutory requirements, State policies and procedures pertaining to adult care homes;
2. understand current standards for adult care homes; and
3. gain basic skills in the monitoring and enforcement of standards;

Audience

Adult Home Specialists, supervisors, Division of Facility Services staff, and adult care home providers.

Contact Person: For questions regarding training content, contact Pamela Little, Training Coordinator, Adult Care Licensure Section of the Division of Facility Services at 919 855-3791 or Pamela.Little@ncmail.net.

Dates:

Locations:

Offered twice annually - TBD

Adult Care Home Case Management Basic Training

Description

This one-day workshop is designed to enhance knowledge and skills to carry out the responsibilities for Adult Care Home Case Management Services. Using the Adult Care Home Case Management Services Manual (Volume V, Chapter IX), participants will concentrate on basic case management principles and program policies and guidelines. Training methods include lecture, large group discussion, small group exercises, and a question and answer session.

Objectives

At the conclusion of this training, participants will be able to:

1. provide Adult Care Home Case Management Services consistent with Medicaid and DSS policies and procedures;
2. locate information in the Adult Care Home Case Management Services Manual to carry out program responsibilities; and
3. list the program requirements for eligibility.

Audience

Adult care home case managers and their supervisors from county departments of social services and area mental health/developmental disabilities programs.

Contact Person: For questions regarding training content, Charles Williams at 919 733-3818 or Charles.Williams@ncmail.net.

Dates:

September 6, 2006

November 7, 2006

February 13, 2007

April 17, 2007

Locations:

Western Piedmont Community College
1001 Burkemont Avenue
Morganton

Martin Community College, Room 14
1161 Kehukee Park Road
Williamston

Administrative Office of the Courts
100 East Six Forks Road
Raleigh

Watauga County DSS
132 Poplar Grove Road Connector, Suite C
Boone

Adult Home Specialist Basic Orientation

Description

This one-week workshop is designed to provide new Adult Home Specialists (AHSs) and new Supervisors of AHSs a beginning level of knowledge and skills in monitoring and reporting compliance with the Adult Care Homes Rules (10A NCAC 13F and 10A NCAC 13G). Training methods include lecture, large and small group discussion, exercises and opportunity for questions and answers.

Objectives

At the conclusion of this training, participants will be able to:

1. understand the role and responsibilities carried out by county departments of social services related to adult care homes, particularly those of the Adult Home Specialist;
2. understand the statutory requirements, state policies, and procedures pertaining to adult care homes;
3. understand current standards for adult care homes and gain basic skills in the monitoring and enforcement of standards; and
4. understand policies and procedures for the initial licensure and license renewal of adult care homes.

Audience

New Adult Home Specialists (AHSs) and new AHS supervisors

Contact Person: For questions regarding training content, contact Pamela Little, Training Coordinator, Adult Care Licensure Section of the Division of Facility Services at 919 855-3791 or Pamela.Little@ncmail.net.

Dates:

Location:

Offered four times annually - TBD

Adult Home Specialist Complaint Investigation

Description

This one-day workshop is designed to provide new Adult Home Specialists (AHSs) and new Supervisors of AHSs a basic working knowledge of complaint investigation and report writing as it pertains to Adult Care Homes. Training methods include group discussion, exercises and opportunity for questions and answers.

Objectives

At the conclusion of this training, participants will be able to:

1. collect and analyze information;
2. identify allegations that are rule-based;
3. plan and prepare for an investigation;
4. document findings and develop a report and action plan; and
5. complete follow-up.

Audience

New Adult Home Specialists (AHSs) and new AHS supervisors

Contact Person: For questions regarding training content, contact Pamela Little, Training Coordinator, Adult Care Licensure Section of the Division of Facility Services at 919 855-3791 or Pamela.Little@ncmail.net.

Dates:

Location:

Offered four times annually - TBD

Adult Protective Services Basic Skills Training

Description

The Adult Protective Services Basic Skills Training provides county DSS staff with a working knowledge of law, policy, and practice issues which will enhance their basic skills in receiving and evaluating reports and in planning services for abused, neglected or exploited disabled adults who are found to be in need of protective services. Training methods include lecture, group discussions, skills practice, and work with case studies. The training consists of two modules. Module I will be offered as an independent session at all of the sites across the state.

Module I is two days in length and introduces participants to the field of Adult Protective Services and the requirements for receiving and screening reports.

Module II is three days in length and introduces participants to the knowledge and skills necessary for completing evaluations, making case decisions, obtaining authorization, and planning services to protect disabled adults.

Module I is a prerequisite for attending Module II, with one exception. Anyone who has previously attended the APS Basic Skills Training in its entirety may register for either Module I or Module II.

Objectives

At the conclusion of both modules of this training, participants will be able to:

1. understand and use the statutory requirements, state policies, and social work practice guidelines in APS;
2. understand the reason for consistent implementation of these statutory requirements and policies and guidelines from county to county;
3. improve service delivery to APS clients through the use of knowledge, skills, and values covered in this training;
4. demonstrate basic skills in APS report screening; assessment and evaluation; case decision-making; assessment of capacity to consent; service authorization, planning and provision; special issues related to APS in facilities; and case documentation;
5. understand the philosophical framework which emphasizes social work values critical to APS practice; and
6. operate with confidence in a complex program area.

Audience

Social workers who have responsibility for evaluating and planning services for Adult Protective Services cases and line supervisors who have management responsibility for this program area. Social workers who provide back-up or after-hours coverage for Adult Protective Services, or have responsibility for adult services intake will also find this training beneficial.

Contact Person: For questions regarding training content, contact Rosalyn Pettyford at 919 733-3818 or Rosalyn.Pettyford@ncmail.net.

(continued on next page)

Dates and Locations:

MODULE I

September 14 –15, 2006
Buncombe County DSS
First Floor Conference Room
40 Coxe Avenue
Asheville

November 6–7, 2006
Lee County DSS
530 Carthage Street
Sanford

January 4-5, 2007
Carteret County DSS
210 Craven Street
Beaufort

March 1-2, 2007
Cornelius Town Hall
21445 Catawba Avenue
Cornelius

May 2-3, 2007
Person County DSS
335 B S. Madison Blvd.
Roxboro

MODULE II

September 27-29, 2006
Buncombe County DSS
First Floor Conference Room
40 Coxe Avenue
Asheville

November 28 – 30, 2006
Lee County DSS
530 Carthage Street
Sanford

January 17-19, 2007
Carteret County DSS
210 Craven Street
Beaufort

March 13-15, 2007
Cornelius Town Hall
21445 Catawba Avenue
Cornelius

May 15-16, 2007
Person County DSS
335 B S. Madison Blvd.
Roxboro

Adult Protective Services: Assessing An Adult's Capacity To Consent

Description

This one-day workshop entitled "*Assessing An Adult's Capacity To Consent*" provides participants an excellent opportunity to learn about and discuss mental capacity as it relates to Adult Protective Services. Mental capacity is defined and the differences and similarities between mental capacity and mental competence are discussed. Lecture and small group discussion are used to break mental capacity down into its very basic degrees and components, to help participants better understand the concept of mental capacity. Principles for determining whether an adult has or lacks capacity to consent to protective services are explored, including using APS evaluation data to assist with making a decision about capacity to consent. Participants learn the importance of obtaining help, when necessary, in making a capacity decision, and the importance of accurately and thoroughly documenting how the decision was reached.

Objectives

At the conclusion of this training, participants will:

1. be able to identify indicators of capacity;
2. be familiar with tools used to assist in assessing capacity;
3. be familiar with mental health problems and acute illness and how these impact capacity.
4. be empowered to make the capacity decision;
5. understand that a social worker's judgement and skills are a valuable resource in determining an adult's capacity; and
6. be able to access other professionals to assist with gathering information to make a capacity decision.

Audience

Social workers and supervisors with responsibility for evaluating and planning service interventions in APS cases. The workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II of the Adult Protective Services Basic Skills Training is a prerequisite for attending this workshop.

Contact Person: For questions regarding training content, contact Rosalyn Pettyford at 919 733-3818 or Rosalyn.Pettyford@ncmail.net.

Dates:

December 14, 2006

April 5, 2007

Locations:

Wilson County DSS
100 N. E. Gold Street
Wilson

Gaston County DSS
330 N. Marietta Street
Gastonia

Adult Protective Services: Dynamics of Mistreatment Among Elderly and Disabled Adults

Description

This one-day workshop is designed for Adult Protective Services staff. The curriculum introduces participants to the mental and emotional aspects of violent and abusive relationships. Participants will learn to recognize and begin to deal with the contributing factors and psychological dynamics of mistreatment. This workshop uses domestic violence theories as its basis, but applies these theories to the types of relationships seen in APS cases.

Objectives

At the conclusion of this training, participants will:

1. have knowledge of basic domestic violence theories and how they relate to APS situations;
2. be able to identify and assess situations where family abuse dynamics are present; and
3. be able to integrate the knowledge of domestic violence theories and solutions of domestic violence cases to APS cases.

Audience

Social workers who have responsibility for evaluating and planning services for Adult Protective Services cases and their supervisors. The workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II of the Adult Protective Services Basic Skills Training is a prerequisite for attending this workshop.

Contact Person: For questions regarding training content, contact Rosalyn Pettyford at 919 733-3818 or Rosalyn.Pettyford@ncmail.net.

Dates:

February 1, 2007

May 31, 2007

Locations:

Wayne Community College
Walnut Building, Room 104
300 Wayne Memorial Drive
Goldsboro

Lincoln County DSS
1136 E. Main Street
Lincolnton

Adult Protective Services: Protecting Adults in Facilities

Description

This two day training is an advanced and specialized training covering the topic of APS evaluations and service planning in facilities. It provides participants an excellent opportunity to learn about and discuss the function of Adult Protective Services in facilities. The curriculum furthers an understanding of the difference between protecting disabled adults and regulating facilities, stresses collaboration with other agencies and disciplines, and covers diverse methods of protecting disabled adults in facilities. Participants will have already attended the APS Basic Skills training. This training session will offer more in-depth knowledge and skills pertaining to APS in facility settings.

Objectives

At the conclusion of this training, participants will:

1. understand the role of APS in a facility and how APS collaborates with other agencies and disciplines to protect disabled adults;
2. be knowledgeable of the variety of records kept by facilities that pertain to patient or resident care;
3. gain skills and knowledge in selecting persons to interview and other resources to use in a facility based APS evaluation; and
4. learn about different approaches to protective plans when the disabled adult is a resident or patient of a facility.

Audience

Social workers and supervisors with responsibility for evaluating and planning service interventions in APS cases involving facility settings. The workshop is being offered as an advanced level training (beyond the Basic Skills Training) for APS staff. Completion of both Modules I and II of the Adult Protective Services Basic Skills Training is a prerequisite for attending this workshop.

Contact Person: For questions regarding training content, contact Rosalyn Pettyford at 919 733-3818 or Rosalyn.Pettyford@ncmail.net.

Dates:

November 1 – 2, 2006

January 29 – 30, 2007

Locations:

McDowell Technical Community College
54 College Drive
Marion

Craven County DSS
2818 Neuse Blvd.
New Bern

(continued on next page)

February 15 – 16, 2007

Johnston County DSS
71 North Street
Smithfield

April 12 – 13, 2007

Forsyth County DSS
741 North Highland Avenue
Winston-Salem

At-Risk Case Management Services Training for Adult Services

Description

At-Risk Case Management is a Medicaid funded service that assists adults and children at-risk of abuse, neglect, or exploitation in gaining access to needed services. The program was created in October 1992 as a way of assisting county departments of social services provide required services to adults and children in the face of shrinking SSBG funds. In May 1996, a new criterion for the service was added, allowing the service to be provided to adults and children who are being abused, neglected or exploited and the need for protective services is substantiated.

This one-day training is intended to provide a detailed review of the service, including agency certification requirements, staffing requirements, client criteria for the service, policies governing the provision of the service, and documentation. Some attention is given to fiscal reporting as well.

Objectives

At the conclusion of this training, participants will be able to:

1. understand the criteria for eligibility for At-Risk Case Management Services;
2. correctly identify clients who are eligible for the service;
3. identify the required case management steps; and
4. document service provision in accordance with policy requirements

Audience

Adult Services social workers who provide direct services and their supervisors. Previous completion of Effective Social Work Practice in Adult Services: A Core Curriculum is helpful, but not required, for participation in this training.

Contact Person: For questions regarding training content, contact Charles Williams at 919 733-3818 or Charles.Williams@ncmail.net.

Dates:

September 19, 2006

October 11, 2006

December 12, 2006

March 13, 2007

Locations:

Administrative Office of the Courts
100 East Six Forks Road, Suite 105
Raleigh

Western Piedmont Community College
1001 Burkemont Avenue
Morganton

Cumberland County DSS
1225 Ramsey Street
Fayetteville

Martin Community College

1161 Kehukee Park Road
Williamston

May 22, 2007

Watauga County DSS
132 Poplar Grove Road Connector, Suite C
Boone

Beginning with the End in Mind: Refining Your Skills in Termination

Description

Termination is the last stage in the Family Assessment and Change Process and an integral part of family-centered social work practice. This workshop will help social workers and supervisors refine their skills in ending work with clients and families in a way that acknowledges successes, supports clients and families' change, and "says a good good-bye." This event will assist workers in preparing clients and families to recognize their own strengths, develop resources, find ways to cope with future stressors, and make the transition to leaving the helping relationship. Because not all endings are planned or positive, this event will also cover strategies social workers can use to work with less than ideal outcomes.

Objectives

At the conclusion of this training, participants will be able to:

1. understand how termination is an important part of goal setting and productive work with clients;
2. compare positive and negative ways to end work with clients and recognize the steps in minimizing possible adverse effects of terminations;
3. understand and develop ways to address the emotional component for clients and social workers in anticipated and unanticipated endings;
4. demonstrate how to incorporate "closing language" from the beginning of work;
5. demonstrate how to plan and apply appropriate social work interventions for terminating with clients; and
6. understand the key elements of planning and processing terminations in the *NASW Code of Ethics*.

Audience

Adult services social workers, supervisors, providers in the aging network, and others who provide services to older and disabled adults and their families. Previous completion of Effective Social Work Practice in Adult Services: A Core Curriculum is helpful, but not required, for participation in this training.

Contact Person: For registration information, contact Libby Phillips of CARES at 919 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

November 28, 2006

April 11, 2007

Locations:

Rockingham Community College
Highway 65
Wentworth

Beaufort County DSS
632 W. Fifth Street
Washington

Cognitive Impairments: It's Not Just Alzheimer's

(Formerly Working with Clients with Cognitive Disabilities: It's Not Just Alzheimer's)

Description

North Carolina's citizens are living longer—into the ages when they are at greater risk for conditions that cause cognitive impairments. How can professionals who work with older adults support clients and their families in living as well and as freely as possible? This advanced workshop will review cognitive impairments and their causes, teach strategies for assessment, and provide opportunities to practice communication skills with clients.

Objectives

At the conclusion of the workshop, participants will be able to:

1. identify the types of cognitive impairment, causes, symptoms, and prognoses;
2. assess clients with sensitivity and respect so as to recognize signs of cognitive decline and the need for further evaluation;
3. communicate more effectively with people with cognitive impairments;
4. develop strategies for working with families and other care providers; and
5. identify resources within their communities to support clients with cognitive impairments and their families.

Audience

Adult services social workers, supervisors, providers in the aging network, and other who provide services to older and disabled adults and their families.

Contact Person: For registration information, contact Libby Phillips of CARES at 919 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

November 1, 2006

January 9, 2007

May 22, 2007

Locations:

Sandhills Community College
3395 Airport Road
Pinehurst

Senior Services, Inc.
2895 Shorefair Drive
Winston-Salem

Isothermal Community College
286 ICC Loop Road
Spindale

Developing Effective Helping Relationships

(Formerly Effective Counseling in Adult Services)

Description

This workshop is an opportunity for those who work with older adults to learn and enhance counseling skills in a highly participatory two-day curriculum. This training is intended to teach participants the skills of relationship building, empathic listening, redirection and various counseling approaches, which can be used immediately with adults and their families. Training methods include lecturettes, discussion, and demonstrations. Trainees also participate in pairs in extensive skills practice, with individualized feedback from instructors.

Objectives

At the conclusion of this training, participants will be able to:

1. express the importance of the right to privacy, confidentiality, and self-determination in counseling;
2. recognize the importance of nonverbal communication;
3. express the value of supporting, enabling, and empowering adults and their families in the Family Assessment and Change Process;
4. explain and demonstrate basic relationship-building processes;
5. demonstrate empathic listening techniques; and
6. demonstrate counseling approaches to help adults increase coping skills and bring about change.

Audience

Adult services social workers, supervisors, providers in the aging network, and others who provide services to older and disabled adults and their families. Previous completion of Effective Social Work Practice in Adult Services: A Core Curriculum is helpful, but not required, for participation in this training.

Contact Person: For registration information, contact Libby Phillips of CARES at 919 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

October 17 - 18, 2006

March 28-29, 2007

Locations:

Lincoln County DSS
1136 E. Main Street
Lincolnton

Imperial Center for Arts and Sciences
321 S. Franklin Street
Rocky Mount

Disaster Planning Introduction: The Key to Special Medical Needs (SMN) Sheltering

Description

Coordination of sheltering options during disasters for persons with special medical needs (SMN) varies from county to county. Regardless of which agency serves as the lead coordinating agency, all counties need to have plans helping them identify the persons with SMN as well as assisting them with options for staying safe during disasters.

This 3-hour workshop is the first in a series of three disaster preparedness classes about SMN populations and sheltering. It is specifically designed for SMN coordinators and SMN stakeholders. Participants will learn strategies to create or strengthen their agency's SMN policies. They will examine the key role that caregivers assume during disasters as well as examine community and State resources. Training methods include lecture and discussion.

Prerequisites

None

Objectives

At the conclusion of the training, participants will be able to:

1. recognize the core elements in a SMN disaster plan;
2. recognize the importance of caregivers in disaster preparation and response
3. understand the importance of building community alliances with stakeholders;
4. understand the importance of SMN registers and devise strategies for identifying the county SMN populations;

Audience

SMN Coordinators and SMN stakeholders.

Contact Person: For questions regarding training content, contact Vicky Church at 919 733-3818 or Vicky.Church@ncmail.net.

(continued on next page)

Dates:

November 8, 2006
1:30 – 4:30 p.m.

November 13, 2006
1:30 – 4:30 p.m.

November 14, 2006
1:30 – 4:30 p.m.

November 15
1:30 – 4:30 p.m.

Locations:

Albemarle Commission
412 S. Church Street
Hertford

Southwestern Commission
125 Bonnie Lane
Sylvia

Northwest Piedmont Council of Governments
400 W. Fourth Street
3rd Floor Conference Center
Winston-Salem

Heritage Place
901 South Walker Street
Burgaw

Disaster Planning: Strengthening your Special Medical Needs (SMN) Sheltering Plan

Description

While many county emergency management plans have SMN annexes, few counties have SMN shelter plans with details rich enough that all stakeholders know their assigned roles prior to disasters.

This 3-hour workshop is the second in a series of three disaster preparedness classes about SMN populations and sheltering. It is specifically designed for SMN coordinators and SMN stakeholders. Participants will learn strategies to create or strengthen their agency's SMN policies. Training methods include lecture and discussion.

Prerequisites

None

Objectives

At the conclusion of the training, participants will be able to:

1. evaluate their county SMN disaster plans and
2. develop strategies for enhancing their county SMN disaster plans.

Audience

SMN Coordinators and SMN stakeholders.

Contact Person: For questions regarding training content, contact Vicky Church at 919 733-3818 or Vicky.Church@ncmail.net.

Dates:

November 29, 2006
9:00 a.m. - Noon.

November 30, 2006
9:00 a.m.- Noon

Locations:

Burke Senior Center
Ball Room
501 N. Green Street
Morganton

Wilson County Agricultural Center Auditorium
1806 S. Goldsboro Street
Wilson

Disaster Planning: Building an Effective Special Medical Needs (SMN) Register

Description

In order to successfully shelter persons with SMN, counties need to have up-to-date voluntary registers in place. The registers need to identify the persons with SMN, provide contact information (including emergency contacts), list equipment needs, and identify personal plans for sheltering and transportation.

This 3-hour workshop is the third in a series of three disaster preparedness classes about SMN populations and sheltering. It is specifically designed for SMN coordinators and SMN stakeholders. Participants will learn strategies to create or strengthen their agency's SMN registers. Training methods include lecture and discussion.

Prerequisites

None

Objectives

At the conclusion of the training, participants will be able to:

1. evaluate their county SMN registers and
2. develop strategies for enhancing or building SMN registers.

Audience

SMN Coordinators and SMN stakeholders.

Contact Person: For questions regarding training content, contact Vicky Church at 919 733-3818 or Vicky.Church@ncmail.net.

Dates:

November 29, 2006
1:30 – 4:30 p.m..

November 30, 2006
1:30 – 4:30 p.m.

Locations:

Burke Senior Center
Ball Room
501 N. Green Street
Morganton

Wilson County Agricultural Center Auditorium
1806 S. Goldsboro Street
Wilson

Effective Social Work Practice in Adult Services: A Core Curriculum

Description

This six-day training, offered in two 3-day sessions, is designed to assist DSS adult services social workers in understanding and integrating the concepts of *A Model for Excellence in Adult Services Administration and Social Work Practice* into their practice. This includes an emphasis on family-centered practice, empowerment of adults and their families, and the importance of cultural differences in work with adults and their families. Participants learn and practice basic skills in counseling, functional assessment, helping adults and their families set goals, emergency and crisis intervention, and service planning and monitoring. Participants also have the opportunity to use a set of tools for case recordkeeping to support and document their practice. Teaching methods include brief presentations, videotapes, role-plays, large and small group discussion, and extensive skills practice.

Objectives

At the conclusion of this training, participants will be able to:

1. explain the major concepts of *A Model for Excellence*;
2. explain and demonstrate the steps in the Family Assessment and Change Process;
3. describe how awareness of and sensitivity to cultural differences affect social workers' relationships with adults and their families;
4. enhance relationships with human services providers in the community; and
5. demonstrate the use of recordkeeping tools for each step of the Family Assessment and Change Process.

Audience

Adult Services social workers and supervisors.

Contact Person: For registration information, contact Libby Phillips of CARES at 919 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

Sept. 12-14 and Oct. 4 - 6, 2006

Jan. 23 - 25 and Feb 6 - 8, 2007

April 17 - 19 and May 1 - 3, 2007

Locations:

Watauga County DSS
132 Poplar Grove Connector
Boone

Columbus County DSS
40 Government Complex Road
Whiteville

Randolph Community College
Foundation Conference Center
Asheboro

Effective Supervision and Management in Adult Services

Description

This is a six-module curriculum designed to enhance knowledge and skills essential for the administrative, supportive, and educational functions of an effective adult services manager. Each two-day module provides participants with the opportunity to examine current professional concepts, practice their application, and share ideas and experiences among peers. Training methods include lecturettes, assessment tools, videos, case studies, skills practice, and large and small group discussions. Participants are given reference materials and tools to apply in their work.

Module I: "The Supervisor's Role in Supporting Excellent Adult Services Social Work Practice" focuses on developing and demonstrating effective leadership in adult services to support excellent family-centered social work practice in county DSSs. Participants will assess critical success factors, leadership characteristics, and communication styles that support their mission. Participants will perform a self-analysis to address their own strengths and limitations in these areas.

Module II: "The Supervisor's Role in Strategic Planning" focuses on the important role of planning and goal setting for adult services programs. Participants will identify how effective plans and goals aid in establishing a mission, budgeting appropriately, and responding to an ever-changing environment. Class work is done on an actual strategic plan which can be used back on the job

Module III: "The Supervisor's Role in Developing a Supportive Community Environment" focuses on identifying and practicing effective ways to develop and strengthen support for adult services within the DSS and the community. Project and resource management as well as customer service are examined as ways to increase productivity and collaboration. Working through a worksheet, the value of the adult services program is identified and strategies for marketing it effectively are achieved, allowing participants to return to work with a marketing concept in hand. (Not offered in 2006 – 2007)

Module IV: "The Supervisor's Role in Directing Daily Social Work Activities" focuses on developing a positive approach to supporting the team, which includes recruiting, hiring, roles and relationships, and conflict resolution. Additionally, this workshop addresses cultural sensitivity and competence.

Module V: "The Supervisor's Role in Teaching and Motivation" focuses on supporting retention of staff through professional development and continuous self-improvement, creating an adult learning environment, and motivating staff. Participants will create a learning module to be used with their staff.

Module VI: "The Supervisor's Role in Managing Program Performance" focuses on developing performance outcomes, linking program and client outcomes, and tracking, measuring, and reporting the results. Aspects of quality improvement and risk management are addressed. (Not offered in 2006 – 2007)

Objectives

At the conclusion of all modules of this training, participants will be able to:

1. articulate a vision of an optimally functioning adult services practice environment;
2. use strategic planning and goal setting skills to strengthen adult services programs;
3. improve community support for adult services;

(continued on next page)

4. use effective techniques to direct and manage a productive team,
5. use skills to create a learning and motivational environment; and
6. improve program evaluation and establish a self-evaluative environment.

Audience

Adult services supervisors and program managers.

Contact Person: For registration information, contact Libby Phillips of CARES at 919 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:**Locations:**

Note: four of the six modules were conducted during FY 05-06

Module I

April 24-25, 2006

Mecklenburg County DSS
301 Billingsley Road
Charlotte

Module II

February 27 – 28, 2007

Scotland County DSS
1405 West Boulevard
Laurinburg

Module IV

March 20 - 21, 2007

Craven County Community College
800 College Court
New Bern

Module V

February 20 - 21, 2007

Johnston County Community College
245 College Road
Smithfield

Ethics in Everyday Practice

(Formerly Ethics and Everyday Judgments)

Description

Every day, adult services workers are faced with ethical dilemmas that are becoming increasingly complex. Issues around confidentiality, privacy, self-determination, boundaries, telecommunications, and dual roles are some examples of circumstances in which workers and supervisors must make decisions. Knowing how to make effective ethical decisions requires self-reflection, knowledge of social work standards, use of resources, and supervisory support. This one-day workshop will review effective ways to identify and make ethical decisions and will give participants practice in resolving everyday dilemmas.

Objectives

At the conclusion of this training, participants will be able to:

1. recognize ethical issues in everyday practice;
2. evaluate dilemmas against social work standards of right and wrong that support responsible and ethical action;
3. understand the essential steps for ethical problem solving;
4. use the *NASW Code of Ethics* to guide decision-making; and
5. know how to use peer review and supervision to make effective judgments.

Audience

Adult Services social workers, supervisors, providers in the aging network, and others who provide services to older and disabled adults and their families.

Contact Person: For registration information, contact Libby Phillips of CARES at 919 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

September 26, 2006

March 14, 2007

Locations:

WCCA Children's Center
Community Room
Hendersonville

Duplin County DSS
423 N. Main Street
Kenansville

Family Centered Practice with Adults: Next Steps

Description

This one-day workshop is valuable to all staff who work with older and disabled adults and their families as it further examines the practical applications of the Principles for Family Centered Practice. Through case scenarios, discussion, and group exercises, participants will explore real-life applications of these principles and the accompanying values and ethics that support best practices.

Objectives

At the conclusion of this training, participants will be able to:

1. demonstrate family-centered goal setting and service planning; and
2. identify and address challenges to family-centered practice in their current work setting.

Audience

Adult services social workers, supervisors, program managers, and other staff providing services to older and disabled adults and their families.

Contact Persons: For registration information, contact Libby Phillips of CARES at 919 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

November 2, 2006

January 10, 2007

May 23, 2007

Locations:

Sandhills Community College
3395 Airport Road
Pinehurst

Senior Services, Inc
2895 Shorefair Drive
Winston-Salem

Isothermal Community College
286 ICC Loop Road
Spindale

Geriatric Mental Health Workshop

Description

This four-day training, offered in two 2-day sessions, is designed to enhance knowledge and skills for effective work with older adults with mental disorders and with their families. The curriculum provides an introduction to normal aging and an overview of mental disorders in older adults. It introduces specialized assessment techniques and presents biopsychosocial treatment approaches including modules on psychotropic medications, behavioral approaches to dementia, and counseling older adults and their families. Information on legal issues and ways to plan for potential problems is provided. Participants are introduced to community resources for older adults with mental disorders and their families. Training methods include presentations by experts in the content areas, discussion, videotapes, and skills practice. In addition, the training familiarizes participants with sources of additional information and assistance through a comprehensive resource notebook.

Objectives

At the conclusion of this training, participants will be able to:

1. recognize symptoms of mental disorders in older adults;
2. conduct mental health assessments with older people;
3. understand the importance of addressing medical, drug, and alcohol issues that cause or exacerbate mental illness;
4. incorporate reminiscing and cognitive-behavioral approaches into their counseling with older adults and their families;
5. describe how to implement behavioral interventions for older adults with dementia and access resources for them and their families; and
6. identify legal issues that may confront older adults with mental disorders and their families, and potential remedies for these problems.

Audience

Social workers, nurses, psychologists, allied health professionals, and others who work with older adults with mental disorders.

Contact Person: Registration for these events will be done by the AHECs. For information, contact Libby Phillips of CARES at 919 962-0650 or visit the CARES website (<http://www.ncswtrain.org>) for links to the AHECs.

Dates:

November 14-15 and
December 5-6, 2006

May 8 – 9 and
June 5 - 6, 2007

Locations:

Area L AHEC
Highway 301 South/South Wesleyan Boulevard
Rocky Mount

Northwest AHEC
Medical Center Boulevard
Winston-Salem

Guardianship I: A Systematic Approach

Description

This training helps fulfill the statutory requirement that all disinterested public agent guardians receive training on their roles and responsibilities as guardians. It is the first in a series of three guardianship trainings that are currently available to disinterested public agent guardians and their representatives. None of the three guardianship trainings stands alone – each builds upon the previous one.

This first training includes information on guardianship law, Department of Health and Human Services policy, and practice issues related to guardianship. Training methods include lecture, small and large group discussion, presentations by experts in content areas, skills practice and a case study.

Prerequisite

There is no prerequisite for attending this training.

Objectives

At the conclusion of this training, participants will be able to:

1. recognize the purpose and scope of guardianship;
2. identify alternatives to guardianship;
3. describe the jurisdiction of the Clerk of Superior Court and venue for the hearing on the adjudication of incompetence and the appointment of a guardian;
4. identify the procedures for petitioning the court for the adjudication of incompetence and the appointment of a guardian;
5. explain the types of guardianship and the priority of appointment of guardians; and
6. discuss the statutory requirements of North Carolina General Statute 35A, and the policies in the North Carolina Administrative Code that address the roles and responsibilities of the disinterested public agent guardian.

Audience

Directors or assistant directors of county departments of social services, area mental health authorities, local health departments and county departments on aging who serve as disinterested public agent guardians. Social workers, case managers, public health nurses, county department on aging staff, supervisors and others who handle the daily responsibilities for guardianship services.

Contact Person: For questions regarding training content, contact Kate Walton at 919 733-3818 or Kate.Walton@ncmail.net.

Dates:

October 17 – 18, 2006

Locations:

New Hanover County DSS
Multipurpose Room A
1650 Greenfield Street
Wilmington

(continued on next page)

January 11 – 12, 2007

Triangle J Council of Governments
4307 Emperor Blvd., Suite 110
Durham

March 29 - 30, 2007

Land-of-Sky Regional Council
25 Heritage Drive
Asheville

Guardianship II: Planning Services with Wards and Their Families

Description

This training is the second in a series of three guardianship trainings. It provides a framework for organizing work with wards and their families to create positive change and enhance decision making. This framework includes core activities that are central to working with wards and their families: conducting a comprehensive functional assessment, identifying areas for change establishing goals, planning for interventions and services, implementing services, monitoring, reassessment and case closing. Training methods include lectures, small and large group discussions, skills practice exercises and case studies.

Prerequisites

Completion of *Guardianship: A Systematic Approach* is a prerequisite for attending this training. It is also recommended that individuals complete *Effective Social Work Practice in Adult Services: A Core Curriculum*, offered by the Center for Aging Research and Educational Services (CARES) at UNC-CH, before coming to this training.

Objectives

At the conclusion of the training, participants will be able to:

1. recognize the core activities in the Family Assessment and Change Process that provide a method of engagement and planning with wards, their families and caregivers;
2. describe a logical way of approaching and organizing work with wards, their families and caregivers to create positive outcomes and enhance the guardian's decision making;
3. discuss the importance of setting goals with wards, their families and caregivers that are specific, measurable, attainable, realistic and time-limited;
4. demonstrate how individualized service/treatment plans can be developed from goals;
5. discuss the importance of assuring that wards receive appropriate and continuous care through coordination of both formal and informal resources; and
6. understand the necessity of working toward limiting or terminating the guardianship.

Audience

Social workers, case managers, public health nurses, county department on aging staff, supervisors and others who handle the daily responsibilities for guardianship services.

Contact Person: For questions regarding training content, contact Kate Walton at 919 733-3818 or Kate.Walton@ncmail.net.

(continued on next page)

Dates:

November 14 – 15, 2006

February 7 – 8, 2007

April 26 – 27, 2007

Locations:

New Hanover County DSS
Multipurpose Room A
1650 Greenfield Street
Wilmington

Triangle J Council of Governments
4307 Emperor Blvd., Suite 110
Durham

Land-of-Sky Regional Council
25 Heritage Drive
Asheville

Guardianship III: Decision Making, An Ethical Perspective

Description

This training is geared to line staff that handle daily guardianship responsibilities, including decision making for the wards in their care. It is the third and last training in a series of three guardianship trainings. Since decision making is a fundamental responsibility of guardianship, it is of utmost importance that a guardian/guardian representative makes principled, informed decisions that are in the best interest of each ward. This training provides an opportunity for in-depth discussions about decision making and the ethical dilemmas associated with making difficult decisions on behalf of wards.

Prerequisites

Completion of *Guardianship I: A Systematic Approach* and *Guardianship II: Planning Services with Wards and Their Families* are prerequisites for attending this training.

Objectives

At the conclusion of the training, participants will be able to:

1. acknowledge decision making is the fundamental reason for guardianship;
2. understand the guardian must act solely for the benefit of a ward, not for the guardian's personal benefit or the benefit or convenience of others;
3. understand decision making should be based on the ward's preferences, values, opinions and beliefs;
4. advocate for the ward's involvement and participation in all decisions commensurate with the ward's comprehension and judgment, allowing for error to the same degree as is allowed to individuals who have not been adjudicated;
5. understand the need to balance the guardian's duty to advocate for the ward's right to self determination with the duty to protect the ward when there is reasonable certainty substantial harm will result if a decision is made in accordance with the ward's preferences;
6. describe some of the ethical obligations of the guardian/guardian's representative;
7. practice a principled approach to ethical reasoning;
8. strengthen in-house guidelines or procedures to facilitate informed decision making in the best interest of each ward;
9. continue a pro-active approach with respect to assisting the community in its understanding of guardianship and the guardian/ward relationship.

Audience

Program administrators, supervisors, social workers, nurses, case managers and others delegated the responsibility and support for wards.

Contact Person: For questions regarding training content, contact Kate Walton at 919 733-3818 or Kate.Walton@ncmail.net.

(continued on next page)

Dates:

January 17 - 18, 2007

March 20 - 21, 2007

May 23 - 24 – 19, 2007

Locations:

Cumberland County DSS
Meeting Room A
1225 Ramsey Street
Fayetteville

Forsyth County DSS
741 North Highland Avenue
Winston-Salem

Western Piedmont Community College
1001 Burkemont Drive
Morganton

Improving the Management and Supervision of In-Home Aide Services

Description

This six-day workshop, offered in three 2-day modules, is designed to enhance knowledge and skills needed to carry out responsibilities for In-Home Aide Services program management and direct aide supervision. Key concepts that are addressed throughout the training include retention of aides and quality assurance. Training methods include discussion, skills practice exercises, and presentations by experts in the field, including local providers from a variety of settings.

Module I: Covers supervision and management issues from the beginning of recruitment until the aide is allowed to work independently with clients. The sessions focus heavily on recruitment, interviewing/selection, orientation, and competency testing of aides.

Module II: Covers ongoing supervision and management issues from the time the aide begins to work independently until she leaves employment as an aide. The sessions address scheduling, in-service training of aides and aide supervisory skills, including improving work habits, problem-solving and performance evaluation.

Module III: Covers broad agency and management issues related to directly providing or contracting for In-Home Aide Services. The sessions address service planning and fiscal management, contracting, record keeping and documentation requirements, and recognizing and rewarding staff.

Objectives

At the conclusion of all modules of this training, participants will be able to:

1. know and use successful techniques for recruiting, interviewing, and selecting in-home aides;
2. identify methods and tools for orienting, training and competency testing aides;
3. utilize techniques for assisting an in-home aide to improve work habits;
4. determine own strengths and weaknesses based on individual supervisory style;
5. know and use a range of training techniques for on-going aide training
6. determine the agency's actual unit cost of providing In-Home Aide Services and understand the cost implications of turnover;
7. describe supervisory techniques and agency approaches that can reduce turnover of in-home aides;
8. describe the pros and cons of contracting for In-Home Aide Services and techniques for improving contracting relationships; and
9. understand the importance of agency and community planning for In-Home Aide Services.

Audience

Staff directly responsible for In-Home Aide Services program management and aide supervision; other staff who have a role in the aide service program, such as: social workers, nurses, case managers, service coordinators, and aide schedulers. Participation will be open to participants from public and private agencies, including local aging, health, and social services programs, and home care agencies. Participants will have an opportunity for sharing knowledge and skills with their peers from a variety of local agency settings.

(continued on next page)

This training is being sponsored by the NC Division of Aging & Adult Services in cooperation with the NC Divisions of Social Services, Public Health, Facility Services, Services for the Blind, and Mental Health, Developmental Disabilities and Substance Abuse Services, the Association of Home and Hospice Care of North Carolina and a wide range of local provider agencies from all service sectors.

Contact Persons: For questions regarding training content, contact Donna White at 919 733-0440 or Donna.White@ncmail.net.

Dates:

TBD Fall 2006

TBD Spring 2007

Locations:

State-County Special Assistance Training

Description

The new Special Assistance training will be presented via the internet in the fall of 2006. The training will be available on a continuous basis to be accessed by the counties at their convenience. For counties with limited internet access, DVDs will be available. While the training will include new SA Adult Care Home and SA In-Home policy and procedures that became effective in the past year, it is also designed to be used to train new Special Assistance Caseworkers and Case Managers in all Special Assistance policy. The training will include error trends found during SA Monitoring.

Objectives

At the conclusion of the training, SA Income Maintenance case workers should have the skills and tools needed to apply the policies and procedures for Special Assistance Adult Care Home and Special Assistance In-Home, and be familiar with the SA monitoring process. They should be aware of error prone areas, and how to avoid these errors by applying SA policy and procedures.

At the conclusion of the training Special Assistance In-Home Case managers should have an understanding of the SA In-home Services assessment and case management policies and procedures, as well as SA In-Home eligibility criteria, and critical timelines that must be met in order to coordinate the SA In-Home eligibility approval process with the Case Management component.

Audience

Special Assistance income maintenance caseworkers and supervisors. Special Assistance In-Home Case Managers and Supervisors.

Contact Person: For questions regarding training content, contact Brenda Porter, Special Assistance Program Coordinator, at 919 733-3818 or Brenda.Porter@ncmail.net.

Substance Use and Older Adults

(Formerly Undiagnosed: Substance Abuse and Older Adults)

Description

Researchers are beginning to recognize that alcohol and prescription drug misuse/abuse affects as many as 17 percent of older adults. This silent epidemic can mimic other behavioral or medical disorders during the assessment, screening, and treatment process. This workshop will help those who work with older adults recognize symptoms of substance abuse, practice screening questions, and identify treatment options in the community.

Objectives

At the conclusion of the workshop, participants will be able to:

1. identify the difference between early and late onset of alcohol abuse;
2. identify key aspects of use and abuse of prescription and over-the-counter medications of our senior population;
3. use screening tools appropriate for older adults; and
4. identify treatment approaches for people over 60.

Audience

Adult services social workers, supervisors, providers in the aging network, and others who provide services to older and disabled adults and their families..

Contact Person: For registration information, contact Libby Phillips of CARES at 919 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

January 17, 2007

May 31, 2007

Location:

Region G Area Agency on Aging
2216 West Meadowview Road, Suite 201
Greensboro

Brunswick County DSS
60 Government Center Drive
Bolivia

Working with Clients with Serious Mental Illness

Description

This two-day training is designed to enhance social workers' knowledge and skills in providing services to adults with serious mental illness. The curriculum familiarizes participants with symptoms and functional problems associated with severe and persistent mental illness; acquaints them with medications and side-effects; helps them understand the emotional impact of these illnesses on adults and their families; empowers them to access mental health services for adults; and helps them prevent or better manage difficult behaviors. The training addresses serious mental illness in general as well as the following specific disorders: Schizophrenia, Major Depressive Disorder, and Bipolar Disorders. Training methods include lecture, discussion, presentations by consumers of mental health services and family members, videotapes, and skills practice with case examples.

Objectives

At the conclusion of this training, participants will be able to:

1. define and describe the major types, signs, symptoms, and phases of severe and persistent mental illness and discuss what is known about causation;
2. list the major categories of psychotropic medications, their common use, and the risks and benefits of medication usage;
3. express increased empathy for the difficulties mental illness causes adults and their families;
4. describe effective ways to access mental health services for adults; and
5. identify effective methods of preventing and managing difficult behaviors.

Audience

Adult services social workers, supervisors; providers in the aging network, and others who provide services to older and disabled adults and their families

Contact Person: For registration information, contact Libby Phillips of CARES at 919 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

December 12-13, 2006

May 15 – 16, 2007

Locations:

Kinston Nature Center Building
Kinston

Buncombe County DSS
40 Coxe Avenue
Asheville

Working with Older Adults

(Formerly An Introduction to Aging: Knowledge and Skills for Working with Older Adults and Their Families)

Description

This is a two-day foundation course in aging for health and human services professionals from diverse settings. It is designed to provide basic information and skills needed to work effectively with older adults and their families. The training is divided into eight modules: Normal Aging, Diversity and Aging, Cognitive Loss and Older Adults, Mental Health and Older Adults, Change and Loss, Family and Caregiver Issues, Transitions, Network of Resources. Training methods include lecturettes, skills practice, videos, work with case studies, and opportunities for discussion among participants about topics such as practice challenges, ethics and values, and end-of-life issues.

Objectives

At the conclusion of this training, participants will be able to:

1. distinguish differences between normal aging and pathology;
2. understand the common threads of aging while appreciating the diversity of older people;
3. describe life course transitions and their impact on older people and their families;
4. understand the challenges older adults and their families face; and
5. respect and advocate for the older person's autonomy, dignity, and right to make choices.

Audience

Health and human services professionals who want a basic knowledge of aging as it relates to working with older adults and their families.

Contact Person: For registration information, contact Libby Phillips of CARES at 919 962-0650 or visit the CARES training event web site (<http://www.ncswtrain.org>).

Dates:

October 10 - 11, 2006

February 13 - 14, 2007

Locations:

Surry County DSS
118 Hamby Road
Dobson

Cumberland County DSS
1225 Ramsey Street
Fayetteville